

One-Stop Committee

June 9, 2020

Infrastructure Cost Sharing Methodologies

Review of Requirements

Required Partners:

- WIOA Title I (Adult, Dislocated, Youth, Job Corps, YouthBuild, Native American, Migrant & Seasonal Farmworker)
- WIOA Title III (Employment Services)
- WIOA Title II (Adult Education)
- WIOA Title IV (Vocational Rehabilitation)
- Senior Community Service Employment program
- Career & Technical Education programs (Perkins)
- Trade Adjustment Assistance
- Jobs for Veterans
- ~~Community Services Block Grant~~
- ~~E&T carried out by HUD~~
- Programs authorized under UI
- ~~Programs authorized under Second Chance Act~~
- TANF under part A of title IV of the Social Security Act

Review of Requirements

Optional Partners:

- Programs administered by the Social Security Administration (Ticket to Work)
- E&T programs carried out by Small Business Administration
- SNAP E&T programs
- Client Assistance Program authorized by Rehabilitation Act
- Programs under the National & Community Service Act
- Other appropriate program including those provided by public libraries

Review of Requirements

“The required one-stop partners must provide access to their programs in the comprehensive centers and contribute to the infrastructure costs of those centers. These partners also make available each partner program’s applicable career services at the comprehensive one-stop centers and may contribute to shared services and shared operating costs.”

“The financial contributions of one-stop partners through a direct linkage will be different than those one-stop partners with a physical presence, regardless of the type of center.”

Review of Requirements

Cost sharing must be based on the partner program's proportionate use of the system and relative benefit received.

678.700 (c) - Each entity that carries out a program or activities in a local one-stop center, described in §§ 678.400 through 678.410, must use a portion of the funds available for the program and activities to maintain the one-stop delivery system, including payment of the infrastructure costs of one-stop centers.

One Stop Operating Budget = master budget; comprised of:

- Infrastructure costs
- Additional costs (must include career services, and may include shared operating costs and shared services that are not infrastructure costs)

Review of Requirements

- Infrastructure costs
 - Rent
 - Utilities & Maintenance
 - Equipment (including assessment-related products and assistive technology for individuals with disabilities)
 - Technology to facilitate access to the one-stop center, including technology used for the center's planning & outreach activities
- Additional costs
 - Career services (*each entity funds their own, if not co-located?*)
 - Shared services that may be commonly provided through the one-stop partner programs to any individual, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one-stop partners, and business services. Shared operating costs may also include shared costs of the Local WDB's functions.

Initial Research

17 States Reviewed

- 7 provide that only co-located partners participate in cost-sharing and note Uniform Guidance specific to direct benefits – but other partners agree in the MOU that they will contribute once sufficient data exists
 - A number of these also state that those that are not co-located receive benefits (ex. applicable career services, common identifiers, and referrals) and must pay a proportionate share of those specific items.
- 11 use participant counts – must have received a service at the one-stop
 - At least one state matches individual program participant records against job center user records

WDC Strategic Plan Review One-Stop Committee Objectives & Next Steps

2019-2020 Objectives

Develop an Outreach Plan for the One-Stop System.

Develop and gain approval for the 2020-2024 WIOA State Plan.

- Plan due in March 2020, approval expected in summer 2020.

Procure the One-Stop Operator and Title I Service Providers.

- One-Stop Operator RFP released by January 2020,
- Title I Service Providers RFP developed upon approval of WIOA State Plan.

Continue implementation of the May 2019 goals as follows:

- Cross-training of staff.
- Functional redesign and business services.
- Common intake and data sharing.

Priority Focus Areas

Improving Public Awareness and Access to the Workforce System – The sixteen public listening sessions conducted by the Council and partners show several gaps that allow various opportunities for system improvement. This includes actionable messaging of the services and benefits available to both jobseekers and employers. Also, increasing referrals and service coordination among programs will help to improve outcomes for those in need. Specific goals for implementation during this state plan period include:

- Identify gaps and opportunities – conduct a customer flow exercise across the partners.
- Develop a consistent referral process across programs.
- Implement a communications strategy that is segmented to specific audiences.
- Explore technology solutions to increase efficiencies in referrals and intake.

Priority Focus Areas

Coordinating Business Services across partners to ensure delivery of streamlined and high-quality solutions – As previously noted, statewide listening sessions brought to light that employers are seeking services and information in a coordinated and targeted fashion. Based on this feedback, the system must clearly identify the services each program has to offer, develop a coordinated approach to visit/serve employers, and utilize a continuous improvement approach to better serve employers. In addition, an information portal needs to be developed to include information on services available from WIOA and non-WIOA partners. Specific goals for implementation during this state plan period include:

- Develop value statements for services offered by the partners.
- Implement targeted, coordinated business visits through regional teams.
- Launch a comprehensive virtual one-stop source of information for employers.

Priority Focus Areas

Serving Rural and Remote Communities - In our activities analysis, nearly every core and partner program identified service to rural and remote areas as a significant challenge. Idaho is largely a rural state, so the importance of this priority cannot be understated. Some WIOA partners have modified service delivery strategies to better reach rural and remote Idahoans and the system is interested in evaluating the success of the model and expanding it as appropriate. Specific goals for implementation during this state plan period include:

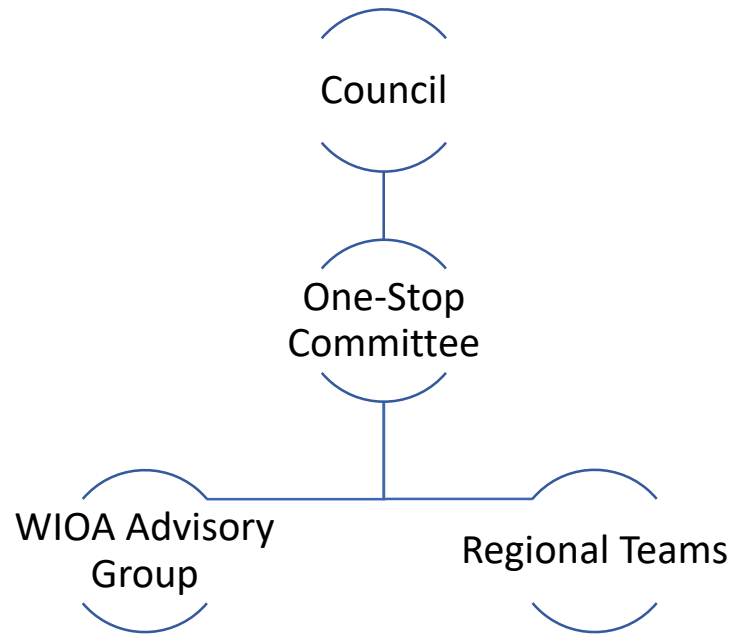
- Analyze the effectiveness of the distributed service delivery model.
- Implement best practices among the partners.

Priority Focus Areas

Career Pathways/Sector Partnerships - Our economic analysis revealed that many of Idaho's in-demand and high-growth occupations are in industries such as manufacturing, construction, health care, technology and tourism. The Council, in partnership with the State Board of Education and the state's Chamber of Commerce, is beginning to evaluate skills and certifications that are valued across industries to transform the delivery of workforce training and education. Specific goals for implementation during this state plan period include:

- Support implementation of the Talent Pipeline Management (TPM) initiative led by the Idaho Association of Commerce & Industry.
- Define high-quality industry credentials.
- Revisit career pathways in light of the TPM initiative to ensure system alignment.

Rethinking Our Role



State Plan Goals – Technical Assistance Scope of Work

Priority Focus Areas

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Proposal

conduct a customer flow exercise across the partners

Consultant's Role

- Spend 1 day (?) with each partner observing customer interactions, talking with staff and reviewing documents.
- Report on gaps, potential biases, limits to accessibility, etc.

One-Stop Committee Role

- Use reports to identify system improvements.
- Develop an outreach plan

Priority Focus Areas

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Proposal

Develop value statements for services offered by the partners.

Consultant's Role

- Work with each partner to develop value proposition for employers. (Could likely be facilitated remotely among a group of individuals you select.)
- Value proposition must be free of program lingo, acronyms, etc. It must resonate with individuals and organizations who have no idea what the workforce system is.

One-Stop Committee Role

- Drive the value proposition throughout your organization.
- Ensure that regional business services leads are using the work to drive their local coordination of business services